

## SC DMH Client Advocacy Report May 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	14	72
Harris	14	63
Morris Village	2	15
Hall	2	17
Tucker	1	8
Forensics (GEO & Bldg. 1)	14	59
Mental Health Centers	24	131
<b>Total</b>	<b>71</b>	<b>365</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	57	361
Information, Referral & Other Assistance <sup>1</sup>	6	79

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	27	2	19	8	48
2) Admission & Discharge	52	11	5	16	68
3) Information & Advocacy	8	4		4	12
4) Physical Environment	7	5		1	12
5) Inpatient Rights	50	27	3	13	80
6) Personal Property & Money	20	9	12	11	41
7) Confidentiality & Consent	9	4	11	2	24
8) Treatment	31	5	97	22	133
9) Other Rights Issues	4	4	11	7	19
<b>Total<sup>5</sup></b>	<b>208</b>	<b>71</b>	<b>158</b>	<b>84</b>	<b>437</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	5	1			6
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	2		1	2	3
d. Verbal Abuse or Violations of Dignity	16		18	5	34
e. Neglect	2	1		1	3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	26	9		7	35
b. Community Placement (where)	11		4	1	15
c. Periodic Court Review	4	1		2	5
d. Questions, Education & Other	11	1	1	6	13
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	6	1		2	7
b. Access to Legal Resources	1	2		1	3
c. Questions, Education & Other	1	1		1	2
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	2		1	6
b. Linens, Clothes & Toiletries	1	2			3
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities	2				2
<b>5) Inpatient Rights</b>					
a. Privacy	3				3
b. Safety	4	3	1	1	8
c. Freedom, Privileges & Fairness	27	13		6	40
d. Communication	6	6		3	12
e. Health Care	10	5	2	3	17
<b>6) Personal Property &amp; Money</b>					
a. Property	13	3	1	6	17
b. Money, Entitlements, Rep. Payee	5	4	1	3	10
c. Billing Issues	1		5	1	6
d. Other Non-DMH Issues	1	2	5	1	8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	7	3	3	2	13
b. Breach of Confidentiality	1	1	8		10
c. Issues of Consent, Confidentiality, etc.	1				1
<b>8) Treatment</b>					
a. Eligibility for Services			24	4	24
b. Accessibility to Staff & Treatment	3	1	31	7	35
c. Individualized, Client-Driven	23	4	42	9	69
d. Right to Refuse Treatment	5			2	5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1		1	1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1		1	1
e. Housing			6	1	6
f. Legal assistance for Non-DMH issues	4	2	5	4	11

